

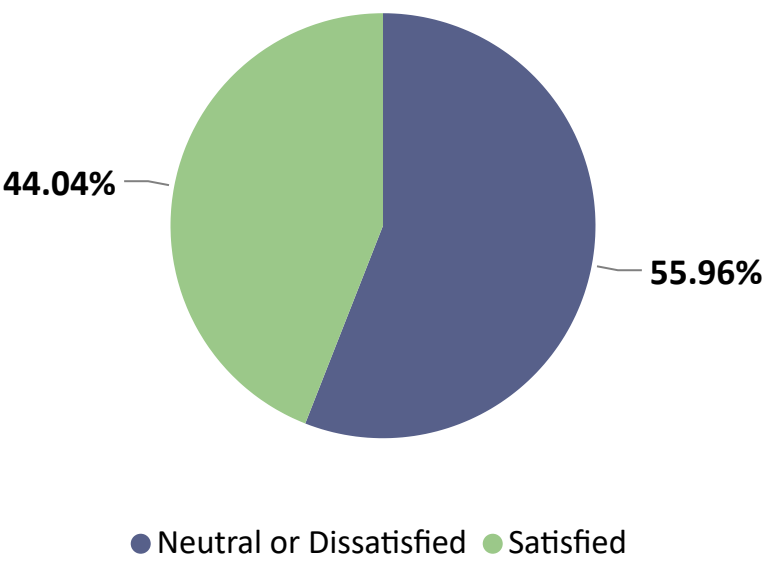
# Airline Passengers Satisfaction Rating

Total Service Rated  
14

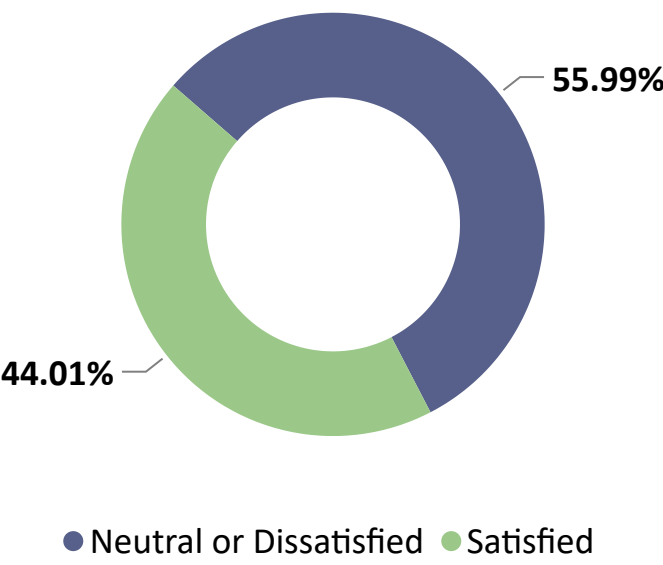
Total Satisfaction  
56,428

Total Dissatisfaction  
73,452

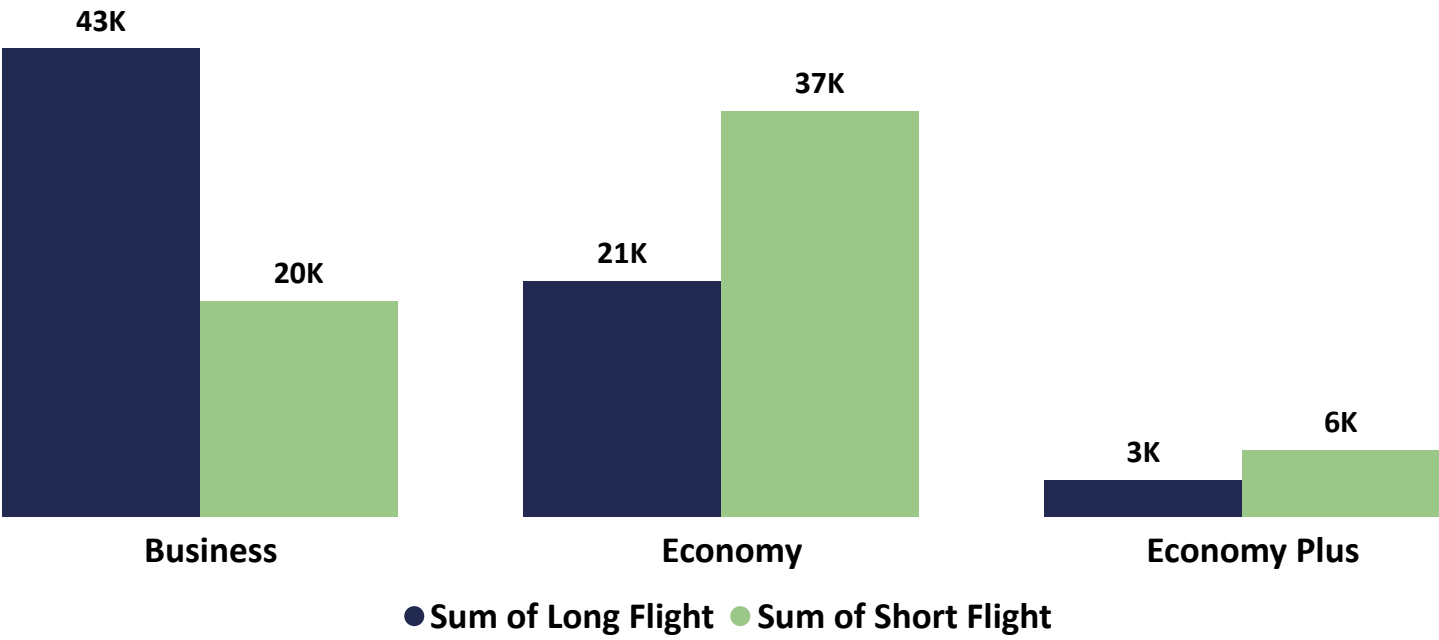
Passengers Satisfaction Rate By Arrival Delay Less Than/Equal to 60Mins



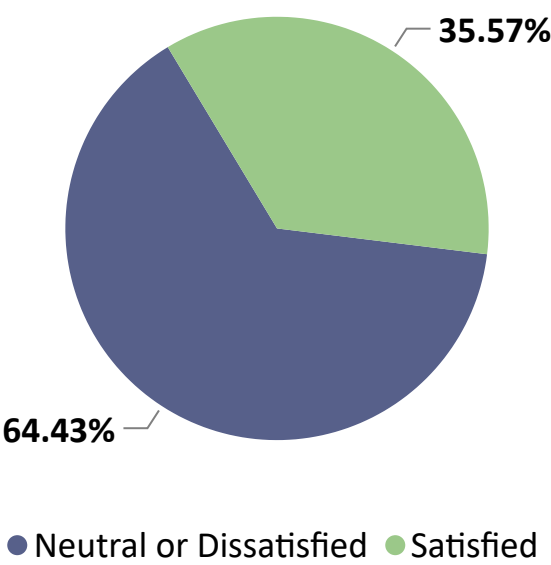
Passengers Satisfaction Rate By Departure Delay Less Than /Equal to 60Mins



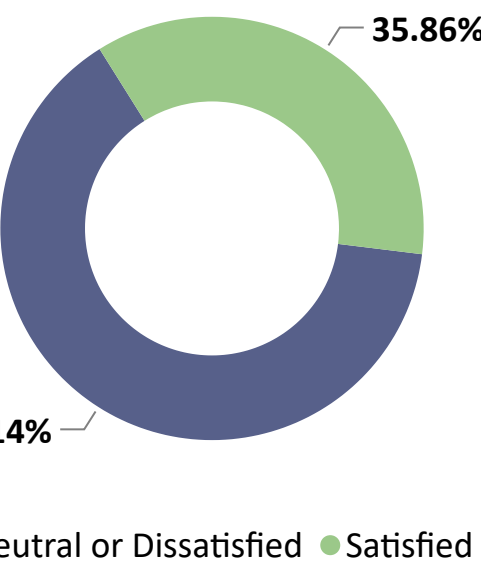
Class Count of Passengers By Flight Distance



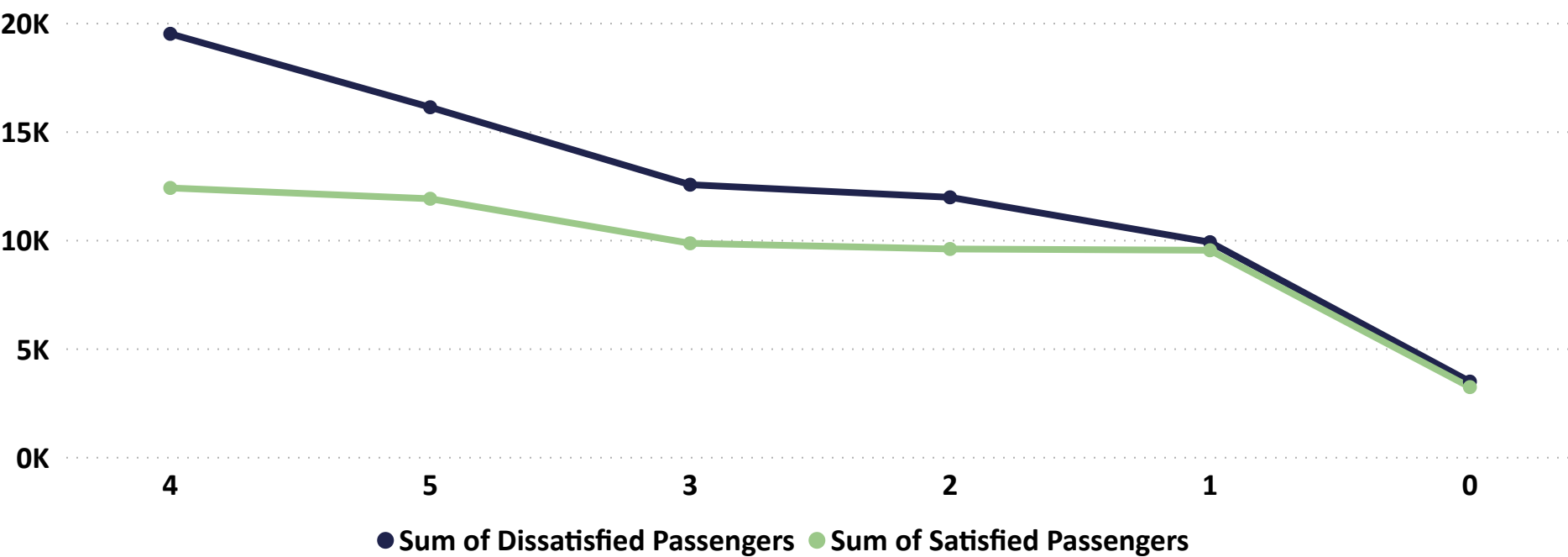
Passengers Satisfaction Rate By Arrival Delay More Than 60Mins



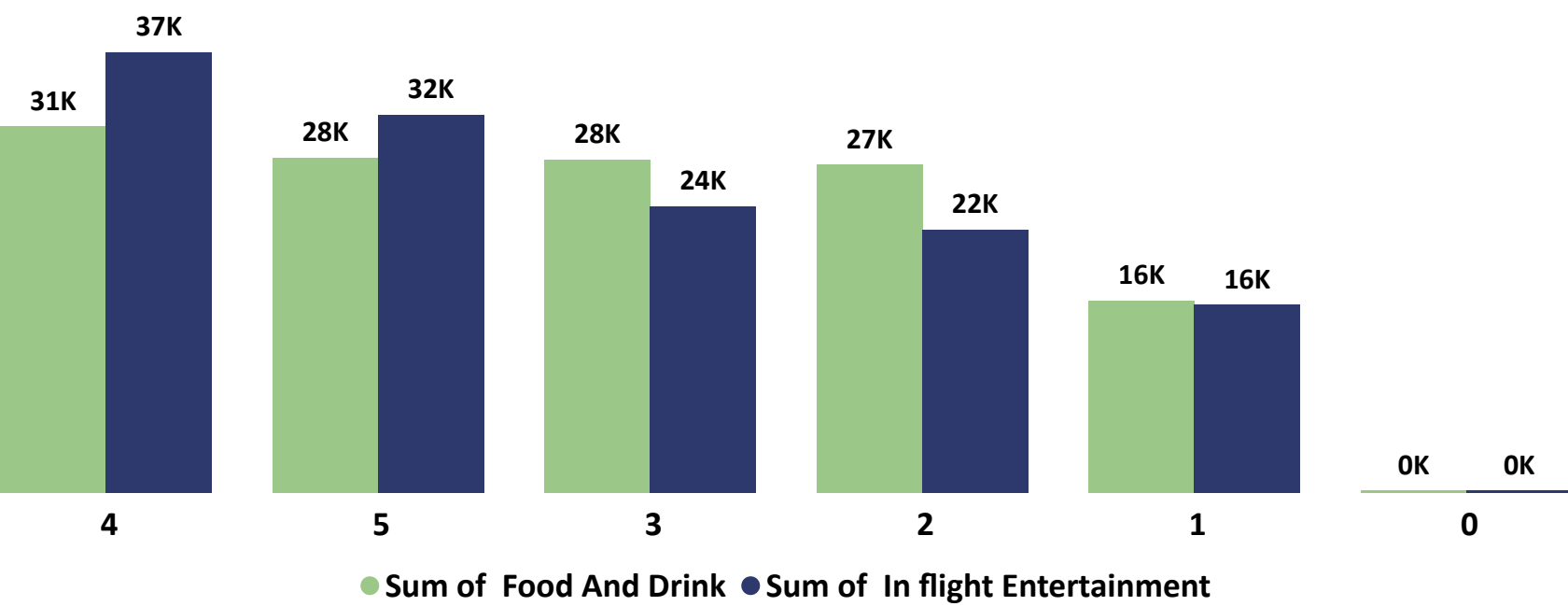
Passengers Satisfaction Rate By Departure Delay More Than 60Mins



Depature and Arrival Time Convenience By Satisfaction



Food and Drink VS In Flight Entertainment Service Rating



· There is a positive correlation between Food and Drink Service and In-Flight Entertainment Service. Food and Drink and Inflight Entertainment are related. Hence, there is a match between the ratings of both services by passengers. No passenger rated both services with 0, indicating that the overall experience is satisfactory. Improvements in Food and Drink Service will also influence Inflight Entertainment and vice versa.

· The average rating for Ease of Online Booking is 2.76, indicating that most passengers rated it between 2 and 4. Most passengers rated Online Boarding from 3 to 4, as seen by the average rating of 3.25.

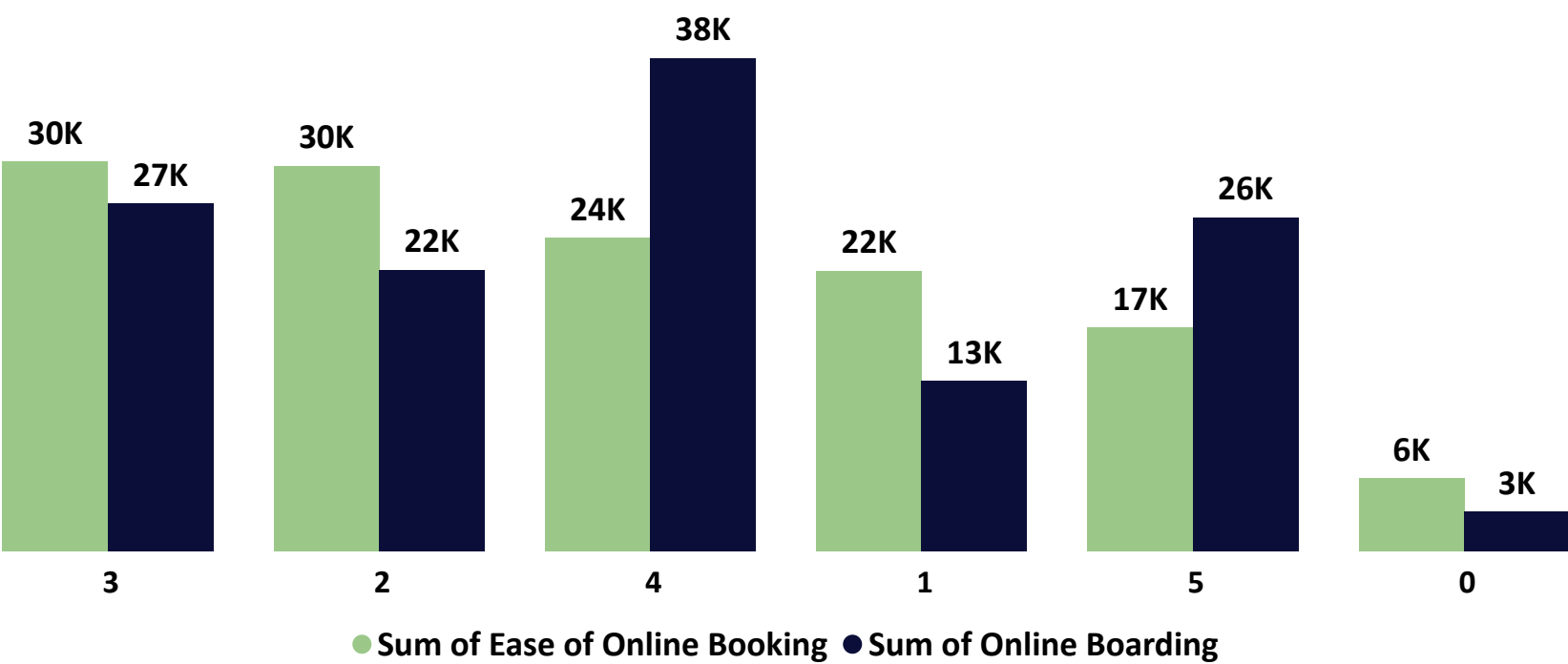
· There is no service the airline offers that received an overall negative response with majority of the ratings falling between 3 and 5, and the most reoccurring average for the services is 3. However, there is still need for improvement. By enhancing services that affects the general experience of passengers, eg. Seat Comfort, Leg Room Service, Baggage Handling, Cleanliness, Check-in-Service, Online Boarding, will contribute to an increase in passengers overall satisfaction.

· Passengers travelling short distances (distance less than 800 miles) prefer to travel via Economy Class whereas passengers travelling Long distance (distance more than or equal to 800 miles) prefer to travel via Business Class due to its convenience. Very Few People fly in Economy Class. At least 70% of passengers flying Economy Class are Neutral or dissatisfied.

· There is a similarity between Arrival delay and Departure delay Satisfaction rate. In conclusion passengers are more dissatisfied with the Departure delay and Arrival delay which is expected.

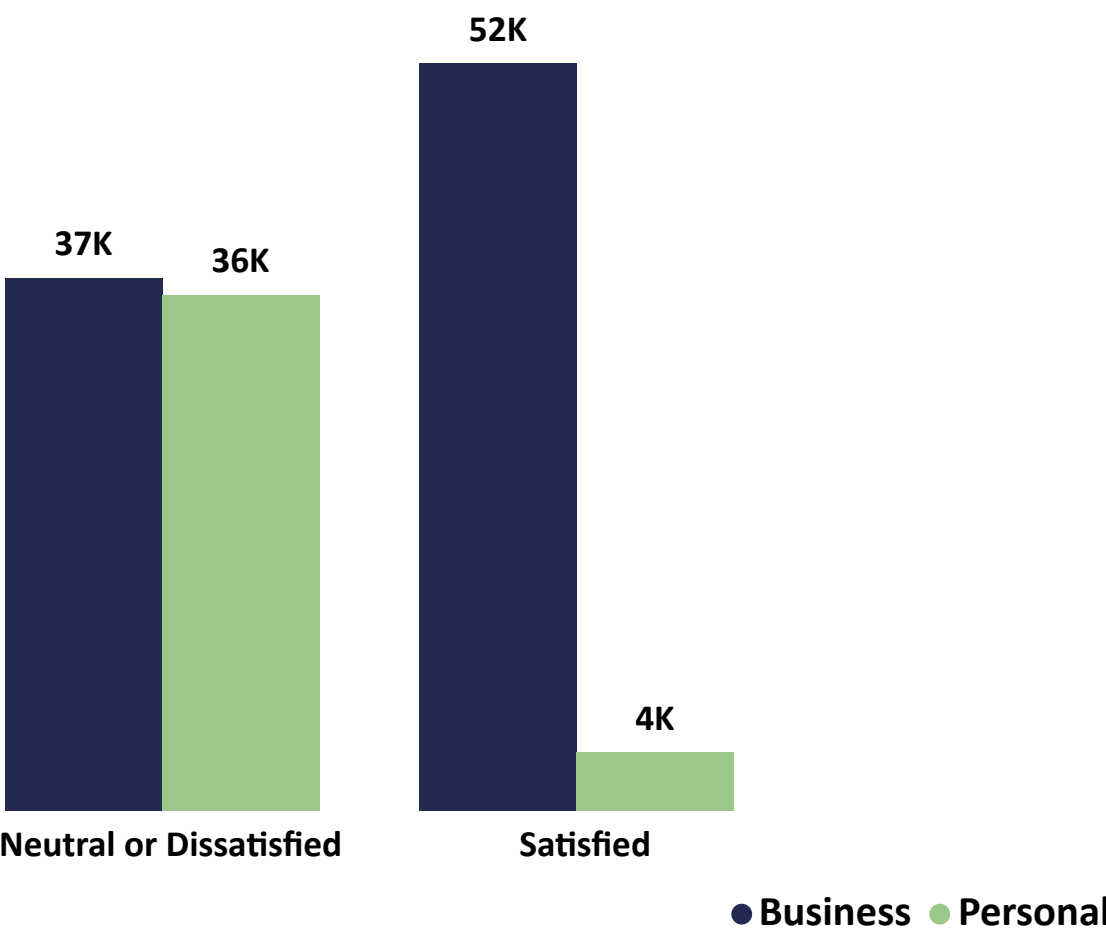
· Passengers are generally more dissatisfied with the Departure and Arrival Time than satisfied. The average rating is 3.06 within the rating range of 0 to 5. This points out the necessary need for improvement.

Ease of Online Booking VS Online Booking Service Rating



Service	Average Rating
Seat Comfort	3.44
Onlinre Bokking	3.25
On board Service	3.38
Leg Room Service	3.35
In Flight Wifi Service	2.73
In Flight Service	3.64
In Flight Entertainment	3.36
Gate Location	2.98
Food and Drink	3.20
Ease of Online Bokking	2.76
Departue and Arrival Time Convenience	3.06
Cleanliness	3.29
Check In Service	3.31
Baggage Handling	3.63

Passenger Satisfaction By Type Of Travel



Age_category	Satisfaction	Percentage
Adolescent	Neutral or Dissatisfied	3.19
Adolescent	Satisfied	0.50
Adult	Neutral or Dissatisfied	19.83
Adult	Satisfied	23.95
Old Adult	Neutral or Dissatisfied	9.88
Old Adult	Satisfied	6.50
Teen	Neutral or Dissatisfied	4.46
Teen	Satisfied	1.23
Young Adult	Neutral or Dissatisfied	19.19
Young Adult	Satisfied	11.27